

# ERIC MUENDO NTHUKO

## PERSONAL DETAILS

Email: ericmuendo50@gmail.com

Cell Phone:0726254673

## MISSION STATEMENT

My mission is to be, without boundaries, a person for others. I aim to obtain and maintain high standards of professionalism, integrity and ethics in my profession to enhance its practice in all organizations. I additionally aim to develop a career in a challenging environment, an opportunity to learn, advance and grow as an individual with ability to handle different responsibilities with minimum supervision.

## CAREER OBJECTIVE

Having a progressive and hands-on career in the Customer Service sector, with comprehensive performances to, serving people and meeting office deadlines with value, competence and intellect.

## EXPERIENCE

**August 2019 to October 2021 : Ware House Administrator .**

Devkan Enterprises Limited(Selekta)

Duties:

- Ensuring that the bakery is adequately stocked with quality baking ingredients and supplies.**
- Coordinate activities like budgeting and ordering supplies in the bakery.
- Analyzing turn over and profitability.
- Creating suitable work schedules for staff members.
- Inspecting bakery Items to ensure that established standards on quality and aesthetic appeal are met.

**January 2019 to July 2019 : Virtual Customer Service on Up work and E-lance platforms.**

**Duties Assigned:**

- Organize travel by booking accommodations and making reservations for clients as required.
- Take minutes for meetings by Performing offline captioning by converting an audio of a video file into full verbatim file caption in a post production process.
- Handle website maintenance and updates for clients over the internet.
- Provide technical support to customers and vendors.
- Customer service and help desk support.

**September 2015 to December 2018 : Customer Service / Help Desk Support  
Saferider Management Systems Limited.**

**Duties Assigned:**

- Maintaining relationships with clients by providing support, information, guidance, researching and recommending new opportunities.
- Handling incoming calls and other communications as necessitated. -
- Take payment information and other pertinent information such as addresses and phone numbers
- Writing Memoranda,reports,letters,sorting and sending mails to customers
- Maintain financial accounts by processing customer adjustments

-Handle complaints, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution.

-Compile reports on overall customer satisfaction

**February 2015 to August 2015 : Customer Service / Help desk Support.**

Skelmedia Consult

Area of Designation:.

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-Keep records of customer interactions, process customer accounts, and file documents.

-Identify and assess customers' needs to achieve satisfaction

-Prepare product or service reports by collecting and analyzing customer information

-Recommend potential products or services to management by collecting customer information and analyzing customer needs.

-Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution

**January 2014 to April 2014**

**Internship Kenya Wildlife Service (Nairobi National Park)**

**Designation: Information Technology Technician.**

Duties assigned includes:

-Install, configure and maintain computer hardware/software, personal computers, file servers and other related equipment and devices

-Perform upgrades and configuration data devices, printers and other ICT related equipment

-Determine user problems by investigating and identifying the source, determine possible solutions, advice staff on appropriate actions and document resolutions for future reference

-Track and maintain hardware/software inventory and ICT related consumables

-Ensure timely user notification for maintenance and requirements and ensure scheduled service for ICT equipment.

**2010 March to September 2011**

**Sportex Investment Limited**

**Designation: Store Keeper**

Duties assigned included the following:

- Handling and Writing of invoices
- Purchasing and filling in of Prequalification's
- Writing of purchase local orders
- Receiving of any Deliveries/Overseeing any Deliveries to be made.
- Sorting, filing and dispatching Invoices and their goods respectively
- Stock taking

## EDUCATION

**March 25<sup>th</sup> to 23<sup>rd</sup> April 2019** : **Generation Kenya.**

-Certification Course in distributed sales.

**July 2015 to August 2015**

**Allison's E-Learning program**

- .Certification course In Project Management.
- .Certification course In Information Technology Management.
- .Certification Course in Cloud Computing
- .Certification Course in Microsoft Digital Literacy, Information Technology, Internet and productivity programs
- .Certification Course in Digital Communication Networks

**March 2015 to July 2015** :

**Cisco Networking Academy**

- .Cisco Information Technology Essentials
- .Web Design
- .Financial literacy
- .Online work
- .Microsoft Information Technology

**March 2012 to April 2014** **Nairobi Aviation College**

- Modular examination :Higher Diploma in Information communication Technology
- Module One :Mean Grade (CREDIT)
- Module Two :Mean Grade (CREDIT)
- Module Three :Mean Grade (CREDIT)
- Nairobi Aviation Examination Board :Mean Grade (CREDIT)

**March 2006 – November 2009**

**Timbila Boys High School**

Kenya Certificate of Secondary Education : Mean Grade (C Plain)

**January 1997 – November 2005**

**Baptist Primary School**

Kenya Certificate of Primary Education :. Mean Grade (B Plain)

## PERSONAL SKILLS

I am a passionate transcriber with experience in transcribing files of different categories. I have experience working with Microsoft Word, Access, Excel and PowerPoint

I am comfortable transcribing files with different English accents and knowledgeable in both clean verbatim and true verbatim transcription types. My typing speed is at 60 words per minute with 99% accuracy and a turnaround time of 24 hours per audio hour

## INTERESTS/HOBBIES

- Doing research work especially on the internet.
- Engaging in constructive socializing and outdoor activities.
- Reading inspirational books and materials

## CAREER ASPIRATION

-My aspiration is to be a Senior Customer Service Administrator.

## REFEREES

Mrs Veronica Indimuli  
Instructor Cisco Networking Academy(ACWICT)  
Tell:0724-914436

(2) Mr. Moses Waweru  
Head of IT Kenya Wild Life Service  
Southern Area Conservation  
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(3) Miss Sylvia  
Human Resource Manager  
Devkan Enterprises East Africa  
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